

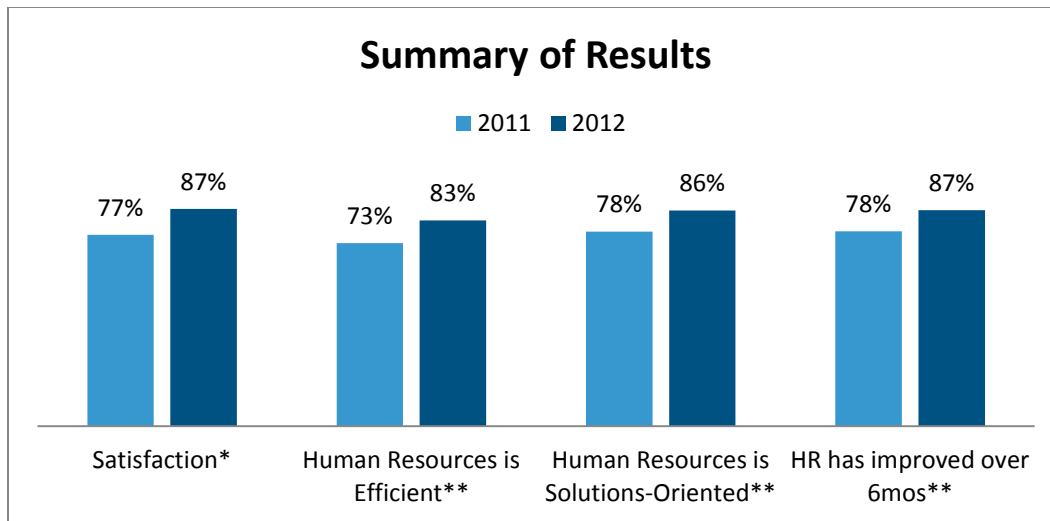
HR Customer Satisfaction Survey Results – Spring 2012

Congratulations to our raffle winner, Katy Winn-Ritzenberg at Duke Ellington School of the Arts! She won a free month at Washington Sports Club, including a personal training session.



The HR Customer Satisfaction survey was distributed via email to **6,650 school-based employees** on March 28, 2012 and remained open until April 17th.

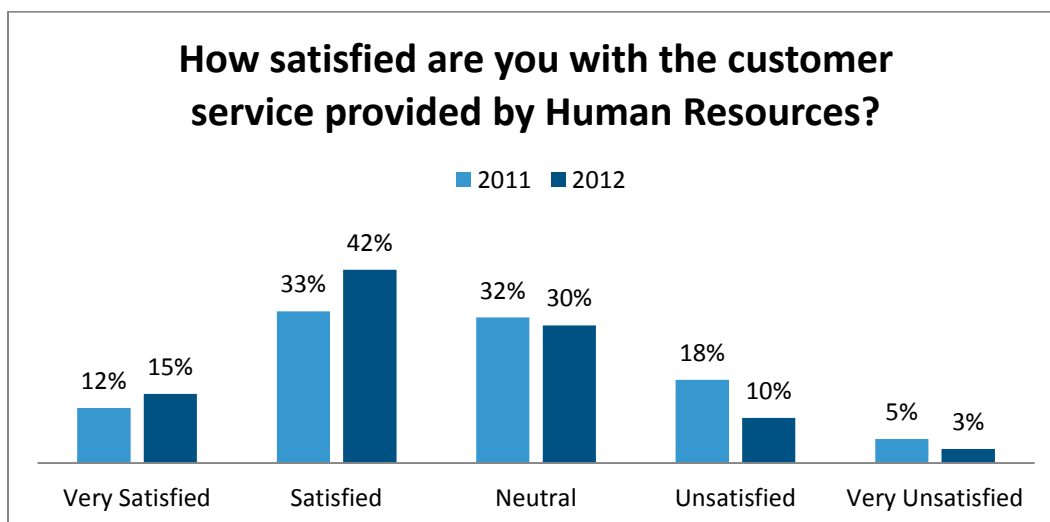
Total respondents: 1,512 employees, **23% response rate** (Nearly 3x the responses from last year!)



*Includes Neutral, Satisfied, Very Satisfied

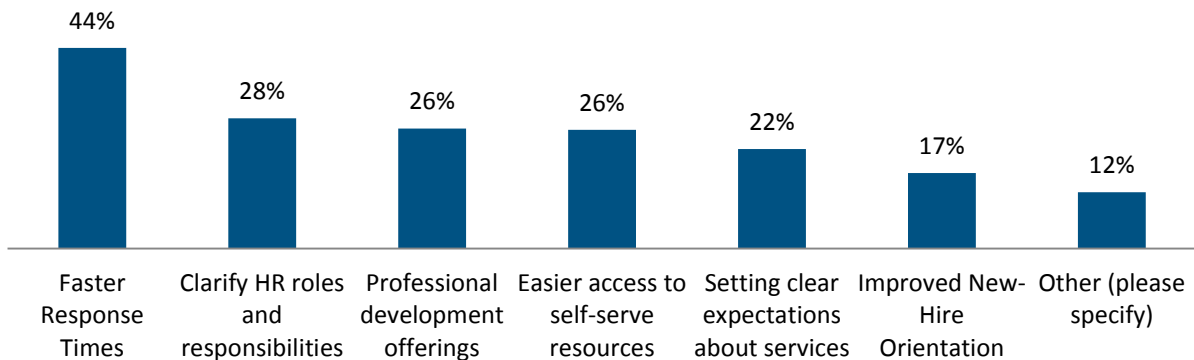
**Includes Neutral, Agree, Strongly Agree

- Significant increases across all questions
- Satisfaction rate increased 10 percentage points!



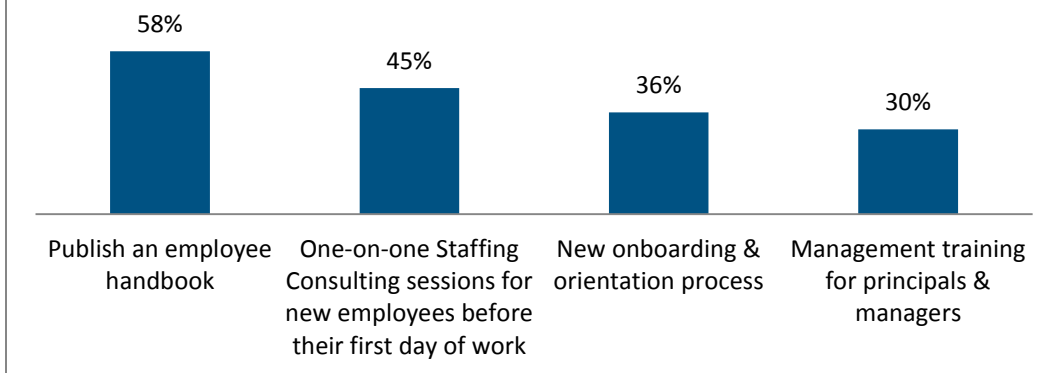
- Large shift towards Very Satisfied
- Unsatisfied & Very Unsatisfied combined for less than 15% of responses

How could human resources improve to better meet your needs?



- Prioritize responding quickly and accurately
- Enable employees to contact the right person or find the information themselves
 - HR Section of the DCPS web site will be updated with FAQs, contact information, etc.

Which two HR initiatives appeal most to you of the potential new offerings below?



- Based on this feedback, HR will...
 - Compile and digitally publish an Employee Handbook with key policies and procedures before the start of the 2012-13 school year
 - Implement Staffing Consulting sessions for new hires in the 2012 summer hiring season